



LELD scores impressively on customer satisfaction survey

Maintains high ratings for service and reliability

The Littleton Electric Light Department tallied outstanding ratings on a recent customer satisfaction survey conducted by the Center for Research & Public Policy of Trumbull, CT. Customers provided an overall positive rating of 94.8.% for “their electric company.” And of the organizations rated, which included cable TV, gas, internet, and phone service, LELED was rated first in overall satisfaction.

As a follow up to similar surveys conducted every three years for the last ten years, this random sample poll recorded responses from 400 customers, producing results within a statistical margin of error of +/- 5 percent. Respondents were queried on a number of issues, such as comparison with area companies/businesses, characteristics of customer service and information/awareness of the utility.

Among the highlights of the survey are these findings:

Those respondents who indicated they had contact with the department over the past year provided an overall positive rating of 97.8% for the customer service employee that handled their call or visit. This number is up from the 2003 rating of 96%.

The department received high ratings across the board in all company characteristic categories, which included communication, conservation, honesty, reliability, rates, community service, knowledge and responsiveness. Customers provided LELED with an overall average positive rating of 85.7%, up from 83% in 2003.

LELED received its highest positive rating as a company in the area of “reliable service” at 98.5%.

Customers continued to record strong satisfaction levels for field representatives. The overall positive rating from those reporting a visit from a field representative was 91%.

A clear majority of respondents, 96.8%, reported having either a “great” or “moderate level of confidence” that LELED is doing all it can to avoid blackouts and power outages.

While primarily a Light Department survey, this year, for the first time, a question on water quality was included. An impressive 97.8% of respondents reported that the overall quality of their tap water either “remained good” or “improved.”